

## **Consumer Information and Procedures**

### **-- Theft of Service**

#### **Taps**

If you receive a bill showing that your utility usage has dramatically increased, you should contact the utility within 30 days. The unusually high consumption may be the result of an illegal tap. The utilities are required to inspect the customer's premises and determine if a tap does exist. When a tap is found, the utility must try to find who is benefiting from the tap. Once a tap is removed, the utility is required to take steps to adjust the account and try to bill the responsible party for the amount of usage received through the tap.

Should the utility discover that you cooperated in or knew about the tap, the utility has the right to hold you responsible for the bill.

#### **Tampering**

Customers are prohibited by law from removing, tampering with, or bypassing the meter and must provide any authorized company representative access to the meter and the company's other equipment. The meter must be kept free from obstructions, pets must be restrained, and obstacles must be removed that would prevent the meter reader from correctly reading the meter.